



PATENT
00EC037/78111

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al.)
)
Title: Providing Customer Data to an)
Automatic Call Distribution System)
Agent)
)
Serial No.: 09/499,817)
)
Filed: 8 February 2000)
)
Examiner: Bing Q. Bui)
)
Art Unit: 2642)
_____)

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Mail Stop ~~Amendment~~ Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date.

21 July 2004 *[Signature]*

Date
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JUL 26 2004

Technology Center 2600

AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action mailed 29 April 2004. This reply hereby authorizes the charge of any deficiency in fees in connection with the captioned application to Deposit Account 03-2470. No new matter is added. Please amend application as follows: